October 2011

the wrench
Honda Technician Newsletter

All Models

Maintaining Inventory Units

It seems a strange concept; maintaining brand new units that haven't been put into service yet. But it's a necessity if you expect the vehicle to sail through the Set-Up/PDI process without issues, thereby assuring your customer of a timely delivery and a trouble-free first ride. There are three main areas of concern for units stored in inventory for extended periods: batteries, tires, and fuel. Taking a few preventative maintenance steps will make sure units are ready to go when the deal is closed.

Batteries

- Check the battery voltage when a unit arrives into inventory and charge it as necessary.
- Periodically check and charge the battery of long term inventory units.
- Use the *Pro Honda Optimate 3+* automatic battery charger on showroom units. The charger can be conveniently plugged into an extension cord and moved between units for overnight battery charging.

Tires

- Check and correctly set the tire pressures when units are uncrated. This will help prevent sidewall cracks and flat spots on long term inventory units.
- Periodically check and set tire pressures on showroom and demo units. This will assure the customer of a sure footed demo ride.

Fuel

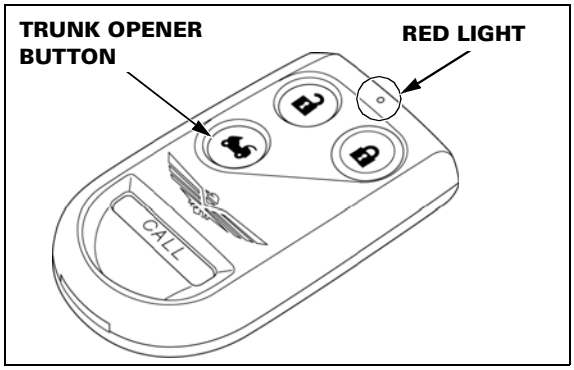
- Today's gasoline formulation has a shelf life of about 30 days. So don't store long term supplies of gasoline.
- Use *Pro Honda Fuel Stabilizer* in the shop fuel supply and any long term storage or demo units to prevent gumming of the fuel system.

On-Road

2012 GL1800/A

Keyless Transmitter Registration

Registering an additional, or replacement, keyless transmitter to the 2012 Gold Wing is the same procedure as previous years, with one exception. The 2012 keyless transmitter now has a small red light that lets you know the transmitter is sending a signal and has battery life. Although the procedure described in the Service Manual (page 21-56) to register a transmitter is correct; if you press and hold the trunk opener button until the red light comes on, the registration will fail. Press the trunk opener button only briefly, so that the red light does not come on. This should ensure that the registration procedure goes smoothly the first time.



Stainless Steel Exhaust System Care

Some Honda on-road motorcycles, such as CB1000R and NT700V, come with high-luster stainless steel exhaust header pipes. Over time it is natural for these pipes to change color and often times become stained from road debris or other contaminants.

These stainless steel header pipes are similar to

painted bodywork in that they require care and maintenance to keep their factory-fresh appearance. Scrubbing the header pipes (when they're cool, mind you) with a little Hondabrite soap on a light gray 3M ScotchBrite (#7448) hand pad, will return them to a new looking, silver color. Be sure to completely rinse the pipes with water. For an even finer finish after the ScotchBrite, use Pro Honda Metal Polish on a shop towel. Please share this procedure with any customers that are concerned with the restoring the finish of these parts.

ATV/MUV

'06 - '12 TRX450ER

Hard Starting Issues

This model is equipped with a very high performance engine based on the potent CRF450X. Most customer complaints related to hard starting come down to incorrect engine starting habits and/or an out of tune engine. Below are some proven strategies for ensuring that the TRX450ER will start easily, and also a repair tip for a damaged starter reduction gear-train.

Customer Education

- Review the correct starting procedure, as outlined in the *Owner's Manual*, with the customer. It is extremely important ***not to open the throttle*** when starting. Opening the throttle, even slightly, can cause the engine to kick back. This can damage the starter clutch and starter reduction gear-train.
- Advise the customer not to lower the idle speed from the specified rpm (1700) as this makes the engine hard to start, increasing the temptation to open the throttle when starting the engine. Many customers think the engine idles too high and have mistakenly lowered the idle speed.
- Advise the customer to use fresh premium unleaded fuel with no more than 10% ethanol (E10).

Maintenance Checks

- Verify completion of all applicable PUD repairs.
- Verify the correct transmission oil level using the procedure in the Service Manual.
- Check and, if necessary, correct the valve clearance. Proper valve clearance is critical to easy starting.
- Set the idle speed to specification (1700 rpm) using a tachometer. This will ensure easy starting.

Repair Procedure Tip

- If you are performing a starter clutch repair, be sure to replace the reduction gear-B (9/19T) (P/N: 06220-HP1-305). This gear acts as a slip-torque gear to help dissipate the load if the engine kicks back during cranking. You cannot tell it's bad by looking at it, and if the starter clutch is damaged, then it is likely that this gear is also damaged.

TRX650/680, MUV700

Engine Runs But Vehicle Won't Accelerate

If you have a machine where the engine runs OK but it won't accelerate while in gear (slipping), and there are no DTCs set, there may be low oil pressure within the transmission. First make a couple of preliminary checks before troubleshooting the mechanical side of the drivetrain system.

Preliminary Checks:

- Check the engine oil level. Low oil level can prevent the transmission from working properly.
- Warm up the engine thoroughly before riding, especially in cold weather. In very cold weather, use 0W-30 engine oil to shorten the warm up time.

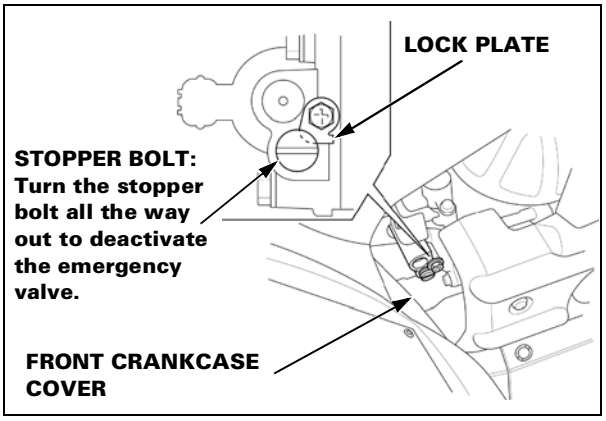
Drivetrain Troubleshooting:

NOTE: The following procedure sidesteps some Service Manual troubleshooting procedures so that failed clutch oil feed pipes and/or O-rings can

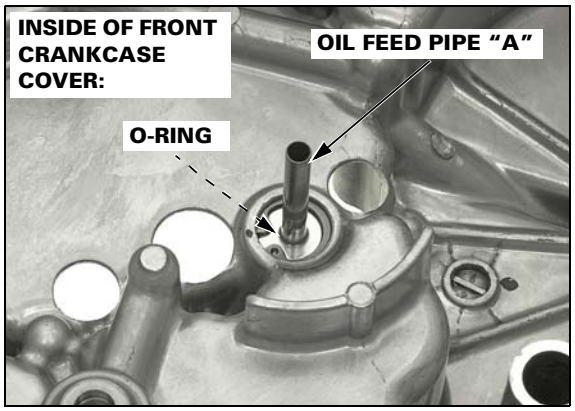
be detected without going through lengthy shift valve body inspection procedures first.

1. Warm up the engine and then turn the ignition switch OFF. Put the gear shift lever into Drive position. Using a mechanic's stethoscope, confirm that the A/T Clutch Pressure Control Solenoid (linear valve solenoid) "clicks" when the ignition switch is turned ON.
   - Solenoid **"clicks"** – go to step 2
   - Solenoid **does not "click"** – troubleshoot using the *A/T Clutch Pressure Control Solenoid Operation Check* in the *Service Manual*.

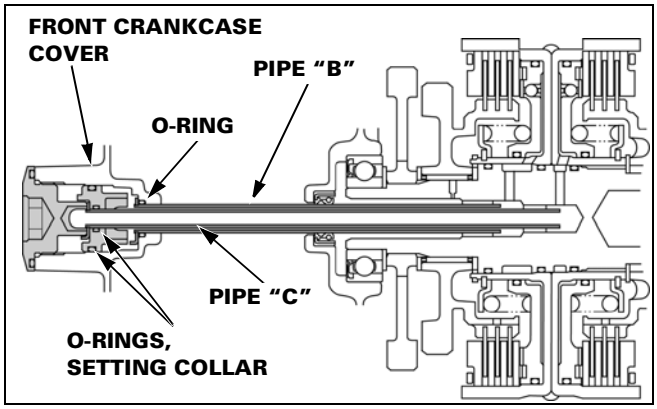
2. Using the procedure in the *Service Manual*, check the A/T "line" pressure and shift clutch oil pressures (1st, 2nd, 3rd) at the shift valve body.
   - If there is **no/low line pressure** – inspect the oil pump and its drive chain.
   - If the "line" oil pressure is OK, but **pressure is lost at any clutch** – first check if the emergency valve is engaged, as the customer may have used it to limp the machine home.



- If oil **pressure is lost/low at the first gear clutch** – check oil feed pipe A for cracks and the condition of its O-ring, located on the inside of the front crankcase cover as shown.



- If oil **pressure is lost/low at 2nd or 3rd gear clutches** – check the oil feed pipes B and C for cracks, condition of their O-rings, and the O-rings on the setting collar (all are accessible from the outside of the front crankcase cover) as shown.



If the oil feed pipes, their O-rings, and the O-rings for the setting collar are all OK, follow the *Symptom Troubleshooting* procedures in the *Service Manual* from the beginning.

The Tool Chest

MUV Wheel Dolly

New from the Honda Tool and Equipment Program, the Stinger Easy Roller wheel dolly provides a simple and efficient method of moving a disabled MUV around a shop environment. You'll need four dollys. Check it out on ***iN*** by following this path.

Service > Tools > Tool and Equipment Program > Lifting Equipment > Vehicle Maneuvering

Locating The Source of Abnormal Noise

Customer complaints of noises or vibrations are among the most difficult to pinpoint, especially in a noisy shop environment. If the noise or a vibration can be duplicated in the shop, a mechanic's stethoscope is an essential, but often overlooked, diagnostic tool. Stethoscope styles range from a simple, inexpensive hose type up to electronically amplified units with headphones. Their extension probe can get into tight areas and help you locate the source of abnormal noise.

Stethoscopes are available from the Honda Tool and Equipment program by following this path on ***iN***.

Service > Tools > Tool and Equipment Program > Engine Diagnostic and Electrical Equipment

Warranty Corner

Customer Signature Required On R.O.

Because the Repair Order is the basis of a dealer's claim for warranty reimbursement, it must be complete, accurate, legible, and authorized/signed by the customer. Also, in many states, a customer's authorization via a signature is required by law, whether for warranty or customer-pay repairs.

Please ensure that all repair orders are signed by the customer as outlined in the Warranty Policy & Procedure Manual under "Writing a Repair Order," located on page 18. An electronic signature, paper copy with signature, or scanned copy is sufficient for AHM policy.

AHM Warranty Dept. and your DSM must enforce this policy when administering warranty claims submitted by your store. Claims that fail to meet the minimum requirements are subject to debit. Incomplete repair orders can also put your dealership at needless risk for infraction of state laws and consumer conflicts/disputes.

Training Corner

The 2011-2012 HondaPro training season is now underway. Investing in technician training is one of the best ways to make your Service Department more efficient and profitable. Service Managers should plan now to enroll technicians at one of our five Honda training centers. Remember, you can find schedules and class information on ***iN*** by clicking on *Online University* and following the link to the 2011-2012 Training Schedule.

HONDA

THE WRENCH

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